

**1. How do I clean my laminate floor?**

Regularly vacuum or sweep your laminate floor serves the purpose of general cleaning. You can also choose to wipe your floor occasionally with a cloth mop or a light damp cloth. Frequent cleaning with water is not necessary. To remove heavier spots or stains, apply a cleaner especially formulated for varnished hardwood floors or a nonabrasive household cleaner diluted in water. A mixture of household vinegar or ammonia and water is suitable for heavier cleaning as well. Avoid applying soap-based detergents or wax-based products to your laminate floor as these may leave a dull finish on your floor.

**2. How can I improve the shininess of my laminate floor?**

Shininess of the laminate flooring is a manufactured characteristic which can not be modified. So, you never need to wax or polish your laminate floor.

**3. How can I remove the glue traces left on my laminate floor?**

New traces can be removed by using warm water with damp cloth. Any glue traces missed in the initial cleaning can be removed by household ammonia and water mixture with a damp mop or cloth.

**4. How can I fix marks, cuts or dents on the laminate floor?**

Smaller damages such as dents or chips can be done with the manufacturer-specified repair kit. If the area to be repaired is larger, it is recommended to replace the entire damaged plank. Individual planks can be replaced when needed. Please contact our customer support representatives for a flooring professional.

**5. Are laminate floors “pet-proof”?**

Laminate floor is good for household with pets. Pets usually don't scratch laminate floor. However, animals have different habits and sand or other particles may stuck to their claws. To minimize scratching, it is recommended to trim your pets' nails regularly.

**6. Are laminate floors “scratch-proof”?**

Laminate flooring is extremely hard and is very resistant to scratching. However, it is not “scratch-proof”. To minimize scratching, place doormats or rugs by exterior doorways to collect dirt or gravel. Remove any sand or grit immediately. Use felt or similar protectors under furniture legs and other easily movable furniture. Lift heavy objects instead of pulling or sliding them across the floor.

## IMPORTANT TIPS

- Use any non-abrasive, soap-free cleaner on a regular basis. (NEVER USE: Abrasive pads and cleaners, including nylon scouring pads, steel wool, Comet™, Soft Scrub™, etc. which may damage the finish.)
- Footprints and dirt easily wipe away with a moist cloth. Just wring cloth well before use. · It is recommended to remove any wet spills immediately to avoid liquid penetration into the seams.
- Use felt protectors or approved nylon pads under furniture and replace all hard plastic or metal rollers on furniture with soft rubber rollers.
- Use caution when moving large appliances such as refrigerator, ranges, etc. · Use protective mats at exterior entrances and in heavy traffic areas.
- Always remove loose dirt by sweeping. Mop using a rinse free or non-sudsy ammonia mixed with water according to the ammonia's instructions for normal cleaning. Use only a slightly damp mop.
- Gaps may occur at joints in the flooring during periods of low relative humidity (especially during the heating season).
- Don't use "mop-and-shine" products. They'll leave a dull film. Never wax or polish your floor.